



# UNIVERSITI TEKNOLOGI MARA

**FACTORS THAT LEAD TO EMPLOYEE ENGAGEMENT AT SENSE SERVICES**

**SDN. BHD.**

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**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS**

**(HUMAN RESOURCE MANAGEMENT)**

**FACULTY OF BUSINESS MANAGEMENT**

**UNIVERSITI TEKNOLOGI MARA**

**KAMPUS BANDARAYA MELAKA**

**JUNE 2015**

## **DECLARATION OF ORIGINAL WORK**



**BACHELOR OF BUSINESS ADMINISTRATION WITH HONOURS  
(HUMAN RESOURCE MANAGEMENT)  
FACULTY OF BUSINESS MANAGEMENT  
UNIVERSITI TEKNOLOGI MARA  
KAMPUS BANDARAYA MELAKA  
“DECLARATION OF ORIGINAL WORK”**

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Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts has been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **LETTER OF SUBMISSION**

Date of submission: 29<sup>TH</sup> JUNE 2015

The Head of Program  
Bachelor of Business Administration (Hons) Human Resource Management  
Faculty of Business Management  
Universiti Teknologi MARA  
40450 Shah Alam  
Selangor Darul Ehsan

Dear Sir/Madam,

### **SUBMISSION OF PROJECT PAPER**

Attached is the project paper titled “Factors that Lead to Employee Engagement at Sense Services Sdn. Bhd.” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You.

Yours Sincerely,

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NURUL AINI BINTI SAMSUDIN

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## **ABSTRACT**

Employee engagement is one of the famous issues faced by organization nowadays. The purpose behind this paper is to figure out what variables impacting employee engagement, to comprehend their employment and profession desires and whether these elements are being impacted their engagement with the organization. The research reported in this paper is based on the questionnaire circulated to the employees of Sense Services Sdn Bhd. It serves to figure out if Rewards and Recognitions, Work-life Balance, Internal Communication and Career Development & Opportunities have effects on employee engagement. This examination endeavors to analyze the hidden components that impact employee engagement. The total numbers of 69 employees were selected from Management Department, Human Resource Department, Account/Admin Department, Safety & Quality Department and Operation Department. The data were collected through distribution questionnaire survey and interpreted into readable and informative data through Reliability Analysis, Descriptive Analysis and Pearson's Correlation.

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